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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re the application of:

Edward MOSELEY

Application No: 10/086,270

Filed: February 28, 2002.

For: UNIFIED SERVICES ENTITLEMENT
ARCHITECTURE

Group Art Unit: 2161

Examiner: Not Assigned

Atty. Docket No: ADAPP227

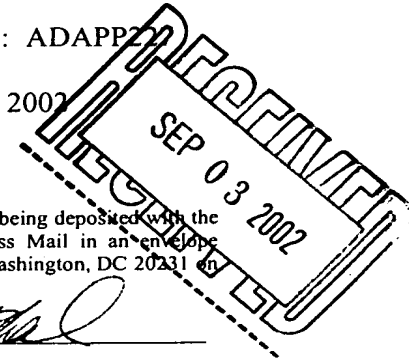
Date: August 6, 2002

CERTIFICATE OF MAILING

I hereby certify that this correspondence is being deposited with the United States Postal Service as First Class Mail in an envelope addressed to: Commissioner for Patents, Washington, DC 20231 on August 6, 2002.

Signed:

Melinda M. Ward



INFORMATION DISCLOSURE STATEMENT
UNDER 37 CFR §§1.56 AND 1.97(c)

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Commissioner for Patents
Washington, DC 20231

Dear Sir:

The references listed in the attached PTO Form 1449, copies of which are attached, may be material to examination of the above-identified patent application. Applicants submit these references in compliance with their duty of disclosure pursuant to 37 CFR §§1.56 and 1.97. The Examiner is requested to make this (these) reference(s) of official record in this application.

This Information Disclosure Statement (IDS) is not to be construed as a representation that a search has been made, that additional information material to the examination of this application does not exist, or that this (these) reference(s) indeed constitute(s) prior art.

This Information Disclosure Statement is believed to be filed before the mailing date of a first Office Action on the merits. Accordingly, it is believed that no fees are due in connection with the filing of this Information Disclosure Statement. However, if it is determined that any fees are due, the Commissioner is hereby authorized to charge such fees to Deposit Account 50-0805 (Order No. ADAPP227).

Respectfully submitted,

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Form 1449 (Modified) Information Disclosure Statement By Applicant (Use Several Sheets if Necessary)	Attorney Docket No: U.S. ADAPP227 10/086,270 Applicant: Edward MOSELEY Filing Date: Group: February 28, 2002 2161
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U.S. Patent Documents

Examiner Initial	No.	Patent No.	Date	Patentee	Class	Sub-class	Filing Date
	A	6,356,632	3/2002	Foster, et al.	379	265.04	
	B	6,347,139	2/2002	Fisher, et al.	379	265.12	
	C	6,272,216	8/2001	Vaios	379	265.01	
	D	6,100,891	8/2000	Thorne	345	854	
	E	6,163,607	12/2000	Bogart, et al.	379	266.01	
	F	6,064,730	5/2000	Ginsberg	379	265.09	
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Foreign Patent or Published Foreign Patent Application

Examiner Initial	No.	Document No.	Publication Date	Country or Patent Office	Class	Sub-class	Translation	
	S						Yes	No

Other Documents

Examiner Initial	No.	Author, Title, Date, Place (e.g. Journal) of Publication
	T	SAP online brochure, "mySAP™ CRM Service", 2001 by SAP AG. - 7 pages
	U	USPTO Database Search, "TTL/call AND TTL/center in 1996-2002" - 3 pages
	V	
Examiner		
Date Considered		

Examiner: Initial citation considered. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.